

Consumer Services

Consumer Services serves as a mediator between consumers and many utilities in South Carolina. Consumer Services resolves a majority of complaints through an informal investigation process. Through consumer education, Consumer Services helps consumers make educated choices and understand their rights.

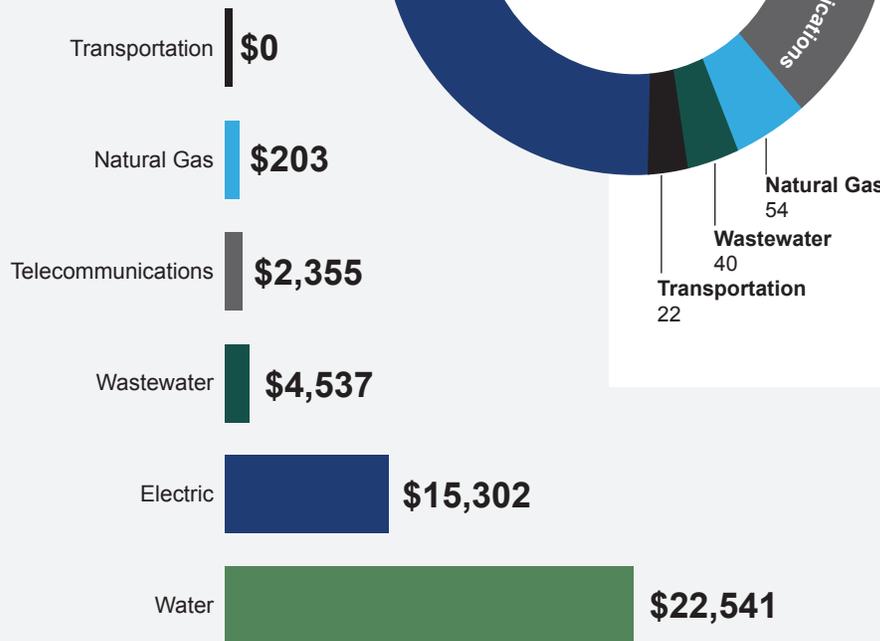
Dollars Recovered for Consumers \$

Consumer Services helps consumers resolve issues with utilities in South Carolina. This process can result in dollars recovered for consumers through bill credits.

Dollars Recovered

\$44,938

Dollars Recovered
Utility Type



Outreach

Number of Website Users **40,250**

Events and Presentations **18**

Educational Materials Distributed **37,250**

Consumer Complaints

If a consumer is not satisfied with a utility's response to an inquiry or complaint, they can contact Consumer Services.

Total Calls Received **6,665**

Actions

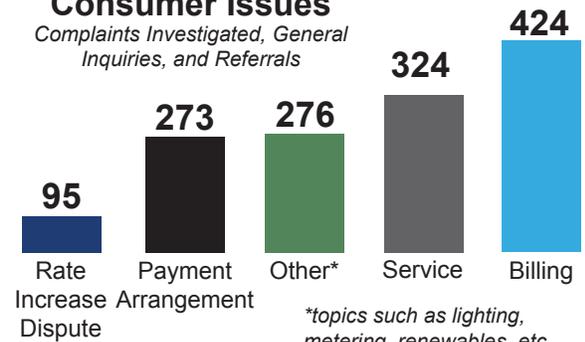
Complaints Investigated **742**

General Inquiries **277**

Referrals **373**

Consumer Issues

Complaints Investigated, General Inquiries, and Referrals



*topics such as lighting, metering, renewables, etc...

